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AUTHOR Smithies, R.
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ABSTRACT

This report describes a study undertaken to identify the types of telephoned reference questions received by the Languages Centre of the Metropolitan Toronto Library. In April 1980 two samples of one-week's duration were taken from reference staff records indicating the number of telephone calls in or about a particular language and the day on which they were received. Of the 102 inquiries recorded over a ten day period, 20 percent were related to French, and 58 percent were factual or translation questions. The majority were one-step inquiries that took less than five minutes to answer. The report displays summary data, describes an earlier study of telephoned reference questions, and offers recommendations for future study. Appendices list the languages about which queries were received, detail reference staff instructions for gathering statistics, and provide sample forms. Three references are cited. (FM)

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Telephone Reference Service in the Languages Centre, Metropolitan Toronto Library

by

R. Smithies

This report was prepared for the Languages Centre, Metropolitan Toronto Library under the supervision of Mr. Sheng D. Chiu in partial fulfillment of the requirements for course LIB 2005 Directed Field Work - Public Libraries : Administrative Practice, Professor: L.G. Denis

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TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

University of Toronto
Faculty of Library Science
April 1980

IR 009434

Telephone Reference Service in the Languages Centre,
Metropolitan Toronto Library

The Languages Centre is located on the fifth floor of the Metropolitan Toronto Library. Under the direction of Barbara Gunther, it is responsible for the acquisition, circulation, and maintenance of books, periodicals, records, and other materials in languages other than English. It also incorporates the Adult Self-Instruction Centre which contains books, records, and tapes for the study of approximately 130 languages, including both English and French.

Although materials in major languages such as French, German, Italian, Polish, Russian, Spanish, and Ukrainian predominate, the Centre has a partially circulating collection of more than 126,000 books in over 70 languages. It also provides more than 270 periodicals and newspapers in 40 different languages, plus a collection of records and tapes numbering in excess of 6,000.

The service provided by the Centre is twofold. Not only does it reflect the cosmopolitan nature of the city by catering to a growing multicultural population in a wide variety of different languages, but it also provides an important service to students of language and linguistics at various levels of sophistication.

The Languages Centre provides telephone reference service Monday through Sunday during the library's regular hours of operation. Although the reference desk (where the telephone is located) is staffed only by librarians and senior assistants, it should be stressed that the handling of reference questions is often and ideally a cooperative activity that takes into account the particular language expertise of a number of individuals.

The staff answer a variety of telephoned reference inquiries. The calls range from relatively straightforward short answer questions of a factual or bibliographic nature to more detailed and time-consuming queries that may involve more complex translations or even some speculative discussion as to the nature of language itself. They utilize a number of different sources in their search for the required information. These may include in-house bibliographic tools or resource people as well as other libraries or ethnocultural centres in the surrounding community.

The telephone reference service is important to users who require fast dictionary-type answers, users who wish to confirm in advance whether or not a visit to the Centre is likely to prove profitable, users who require directional guidance

to a more convenient or appropriate source, and users who wish to avail themselves of the specialized talents to be found in the Languages Centre. While there is no ongoing procedure designed to measure the quality of the service, the degree of service does seem to be considerable. The reference staff appear to be friendly, sensitive, and courteous on the telephone, and they often expend considerable time and energy fulfilling the needs of their callers.

A form (MTLB 104) is available at the reference desk in order that telephone queries may be noted as they are received. It provides space for the librarian to record the question (and the answer if given), the caller's name and telephone number if necessary, the call time, the answer time, and the date. There is also room for the librarian to initial the form. The slips tend to be completed in a particular and individualized "shorthand" and seem, in fact, to be designed merely to facilitate the taking of notes. They are seldom completed in their entirety and their use is normally left to the discretion of the reference librarian on duty. Some librarians record all their reference calls, others record only a portion. Over the past three years there have been several departmental policy changes regarding the use of the forms. The result has been great inconsistency and confusion as to their utilization and usefulness. It is agreed that telephone questions often occur in rapid succession, and that it is therefore very difficult to always complete the form in detail. Similarly, there may also be some question as to whether a very simple reference transaction warrants a detailed record. While it is recognized that these difficulties do exist, it is also imperative to realize that, unless the forms are filled in completely and consistently, they can have absolutely no statistical integrity and cannot be used to establish or confirm trends in telephone service.

For general statistical purposes, a monthly stick count of reference desk inquiries is maintained on MTLB Form 454, rev. 1974 and is then cumulated annually on MTLB Form 147, rev. 1978. This is a required procedure that is ultimately useful only as a measure of volume. There is no provision for such a count to be used to establish anything more than quantitative changes in telephone inquiries although since January 1979 calls have been divided into short and long questions according to whether or not they can be answered while the patron holds the line.

These statistical summaries indicate the growing importance of the telephone service offered by the staff at the Languages Centre. In 1977, 37.6% of the total number of inquiries handled by the reference librarians were received by telephone.

In 1978 this percentage increased to 39.8% and then jumped in 1979 to 45.38%. It would seem, then, that almost half of the reference inquiries handled by the Centre are now received over the telephone. Unfortunately, it will not be possible to follow this trend into the 1980s as a further change in recording policy (February 1980) has compromised the internal usefulness for comparative purposes of any further departmental accumulations.

The division of telephone inquiries into short and long answer categories since January 1979 indicates that almost 60% of the queries received are of the short answer type. However, the remaining 40% of the telephone inquiries require more extensive searching and analysis. It is these questions that the librarians find most challenging and time-consuming.

Purpose

It was thought that an analysis of telephone query slips (MTLB 104) collected over a period of time could be used to determine patterns of questioning. It was hoped that the slips could be interpreted in such a way as to reveal the types of questions being asked while indicating possible relationships between telephone inquiries and individual languages. It was also thought that such an analysis might suggest a telephone user profile and could perhaps indicate possible collection requirements.

Approach #1.

Telephone query slips generated at the reference desk at the Languages Centre had been retained since January 1977 in the hope that their analysis at this time might answer some of the questions outlined above. The forms documented 5027 language related reference inquiries answered in or about 83 different languages between January 1977 and March 1980.

It was found, however, that the accumulated slips represented only 13.2% of the 38,032 telephone inquiries counted over the period and it was felt that their collection had been too arbitrary, inconsistent, and uncontrolled for them to be considered a reliable sampling for purposes of induction. It seemed, in fact, that the forms were being utilized less and less frequently as librarians became increasingly

selective when deciding which telephoned questions they were going to record. In 1977, for instance, 2818 reference transactions out of a total of 5899 (47.8%) were recorded in detail; in the first three months of 1980, only 350 out of 6941 telephoned queries (5%) were itemized. It was clear that extrapolations based on such a disproportionate and unsystematic sampling could only be negligable in their reliability and so, although the slips were tabulated according to language, no statistical generalizations based on these results have been attempted.

It was noted, perhaps predictably, that recorded questions in or about French, German, Italian, Spanish, English, and Latin predominated. The highest number of recorded questions in each and every month were French language related questions. Over the three year period they averaged 27% of the total recorded inquiries and, of the 1269 French inquiries collected, approximately 61% were of a factual rather than a bibliographical nature.

Perhaps more remarkable is the significant proportion of Latin translations recorded at the Languages Centre. In 1977 they constituted approximately 5% of telephoned reference queries; since then they have grown to the point where they represent almost 9% of the total recorded questions. Although these are most frequently of the short answer variety there is apparently no reason to assume that they are related to student homework assignments. The Centre seems to have built something of a reputation around the quality of its Latin service and has developed a following not only in the business community, but also among the general public.

It may also be interesting to note that each month the slips indicate a number of English language questions. It would seem that the Centre is perceived by these users as something of a human dictionary and the close proximity of a nonprescriptive tool such as Webster's Third International Dictionary to the reference desk facilitates the answering of those questions related to spelling and grammer.

There appears also to be some continuing demand for various greetings in translation. February is obviously a month in which many callers wish to learn how to say "I love you" in a variety of languages and it would also appear that the demand for translated Christmas greetings begins as early as September. A "Greetings - Polyglot" vertical file is maintained for reference purposes and this handy tool facilitates the answering of both telephoned and personal inquiries.

The slips also inform us that over the last six months the Centre has received, apparently for the first time, questions in or about Vietnamese, Laotian, and Cambodian. While this development has not gone unobserved, it does indicate the extent to which

the staff must be responsive to population changes in the ethnic community. It is clear that immediate, and preferably anticipatory, service to and for new Canadians is an important part of their function, a responsibility that cannot be disregarded.

These remarks must be seen, however, merely as observations. They cannot be substantiated statistically and so are impressions rather than inductive conclusions. It is certainly unfortunate that, because of their incompleteness and their erratic accumulation, more could not be gleaned from the collected slips. It is recognized, however, that the detailed recording of telephone inquiries represents a burdensome addition to the daily workload, especially when the ultimate purpose is unclear.

Approach #2

In an effort to accumulate more reliable data about language related telephone inquiries received by the Languages Centre, two samples of one week's duration were taken between 17, April and 30, April 1980. During that time all telephoned reference queries were recorded using MTLB Form 104 and the results were tabulated according to language. Weekends were excluded from the sampling as it was assumed that weekend crowds would make it too difficult for the staff to keep detailed records of all calls received on Saturdays and Sundays. Only calls in or about a particular language were tabulated; calls related to departmental policy were not normally recorded.

A table was designed that would order inquiries both by language and by day received (The "call time" space on the collected forms was not completed often enough to also permit a reliable breakdown as to what time of day calls were made.) It was hoped that such an arrangement would reveal not only the languages which were in demand, but also the days during the week which were the busiest. The second objective was not fully realized as no consistent pattern was seen to emerge. It appeared that Wednesday was most likely to be a relatively slow day; otherwise the results were variable. The form does, however, classify the telephone reference queries by language.

In the first sampling period, Languages Centre staff answered questions in or about 21 different languages. In the second week, questions related to 17 different languages were recorded. Queries in or about Chinese, Danish, English, French, German, Greek, Italian, Latin, Spanish, and Ukrainian were received during both weeks but questions about 28 different languages were handled over the ten day period. This is perhaps some indication of the range of service offered by the centre.

As was found previously, the majority of telephoned inquiries relate to the French language and its literature. Indeed, it appears that approximately one fifth of all queries received over the phone are French language related. Spanish, German, and Latin inquiries are also significant and there seems to be an ongoing demand for English language assistance.

Also notable is the fact that several callers each week want to know where to purchase language related materials. The reference staff have risen to this demand with an extensive file of booksellers, publishers, agents, and distributors of materials in languages other than English that is maintained in order that these referrals can be made quickly. As with the greetings file, it is important to note just how much preliminary work goes into answering reference inquiries, preliminary work that can turn potentially time-consuming queries into simple short answer questions. It is, of course, additional reference work that does not appear in any statistical count.

Fifty-eight reference inquiries were recorded during the first week and 54 during the second, for a total of 102 over ten days. As the forms were not always filled in completely, it was hard to determine the average length of time taken per question (or even per call) but it was apparent that the majority of the recorded questions were short, one step inquiries that took less than five minutes to answer. Also, it was clear that factual/translation questions outnumbered bibliographic queries and made up about 58% of the total inquiries received. While it is recognized that the reference staff must also answer personal inquiries, the figures do suggest that their telephone duties are not particularly onerous. On the other hand, it has been observed that individual questions can frequently be very time-consuming and that a great deal of effort is often expended on a single inquiry. In short, and as something of an aside, the numbers suggest that the staff are less busy than they actually are. Unless the reference staff can be persuaded to document more accurately what it is they actually do, the Languages Centre is going to find it increasingly difficult to justify its continued existence.

Week April 17 - 23, 1980

LANGUAGES CENTRE

TELEPHONE REFERENCE SERVICE: SEASONAL SUMMARY

Daily Questions

Language	M	T	W	T	F	Total	%	Rank	Notes
French	1	2	2	5	2	12	20.3	1	4 factual; 8 bibliographical
Latin	4	3			3	10	16.9	2	7/10 were short; all factual
German	1		2	2		5	8.4	3	3/5 bibliographical; 4/5 short
Spanish	2			3		5	8.4	3	4/5 bibliographical; all short
Swahili			4			4		4	Took one hour to answer.
English	2		1			3		5	All short and factual
Greek	1			1		2			
Chinese		1		1		2			
Arabic		2				2			
NAI		2				2			
Ukrainian	1					1			
Vietnamese				1		1			
Korean				1		1			
Yiddish				1		1			
Danish	1					1			
Welsh	1					1			
Dutch	1					1			
Italian		1				1			
Swedish		1				1			
Eskimo			1			1			
Turkish	1					1			
Total	16	12	10	15	5	58			35/58 or 60% were factual rather than bibliographical. 39/58 or 67% were short, one step questions.
	M	T	W	T	F				

Week April 24 - 30, 1980

LANGUAGES CENTRE

TELEPHONE REFERENCE SERVICE: SEASONAL SUMMARY

Daily Questions

Language	M	T	W	T	F	Total	%	Rank	Notes
French	2	1	2	3	1	9	20.4	1	6/9 were factual inquiries, all but one were short queries.
Spanish	2	2	1	1	2	8	18.2	2	5 bibliographic questions, 6/8 were of the short answer type.
German	2			1	1	4	9	3	3 short, factual questions. One long reader's advisory question
English		1	1	1		3			
Latin	2				1	3	6.8		1 long, 2 short: all factual
Slovak		3				3			One long call - 3 questions
Danish				1	1	2			
Greek			1	1		2			
Russian		1			1	2			
Chinese		1	1			2			
Czech					1	1			
Ukrainian		1				1			
Gaelic		1				1			
Hindi		1				1			
Portuguese		1				1			
Italian			1			1			
Polish	1								One very long and complex query
Total	9	13	7	8	8	44			24/44 (55%) were factual rather than bibliographic. 37/44 (84%) were apparently short, one step inquiries. 5 policy related questions were recorded but not tabulated.
	M	T	W	T	F				

10

Recommendations and Conclusions

When assembling statistics in general, and library statistics in particular, the paramount importance of both consistency and control cannot be understated. Parameters and definitions must be established and some methodology must be conceived before the collection of data begins. Information collected without the prior definition of objectives and controls will only be meaningless. Attempting to analyse data assembled in such a manner can only be an exercise in futility.

If the Languages Centre is interested in gathering truly meaningful statistics both for departmental analysis and general library use, it is of primary importance that some measure of statistical integrity be established - both on a departmental and on a library level.

It is recognized that there is an element of tension implicit in the fact that the same statistics must often serve a dual purpose. The requirements and the obligations of the Centre are such that the statistics generated must be useful both within the department and without, and consistency at a library level may result in compromise at the departmental level. Ultimately, however, statistics generated for general library use must take precedence over departmental calculations if the Languages Centre is to make the full extent of its service known to the Library Office. Telephone inquiries must be entered on MTLB Form 454, rev. 1974 and, if at all possible, they should be tabulated to the maximum benefit of the department. There is no advantage in the present policy of underestimating the Languages Centre's contribution to the library as a whole. The MTLB statistics instruction sheet dated 30, January 1974 states under the heading "Telephone Questions":[1.]

1. Count each question (one call might include two or more questions).
2. Count internal information questions.
3. Do not count personal calls.
4. Do not count transferrals unless information has been given prior to transferral.

It is clear that, for general library purposes and when entering telephone queries on Form 454, Languages Centre staff should record (with the single and obvious exception

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1. The memorandum in question has been included as Appendix B. To my understanding the quoted portion has not been updated since 1974.

of personal calls) each informational transaction handled over the telephone. Since February 1980 they have been entering each call on Form 454; the above instructions are an authorization to record each question in each call as a seperate inquiry. It is here recommended that this policy be implemented immediately as it can only have a positive affect on the cumulations the Centre submits to the Library Office.

Having defined a telephone inquiry as a single reference question answered by telephone, it becomes necessary to distinguish between short and long queries if the present statistical format is to be retained. It is important to understand that we are not here referring to the length of time spent on the telephone. Instead, we are attempting to calculate the effort required to answer each question. It is quite conceivable, for example, that one telephone call may result in three telephone inquiries, two of them long and one of them short, and they would have to be entered as such on Form 454. The distinction between short and long is ultimately arbitrary but some definition must be agreed upon and then applied uniformly. It is suggested that a short inquiry is one that can be answered in one step while the party remains on the line and that all others should be considered long questions but the definition itself is not particularly important as the division into short and long answer telephone inquiries is largely a departmental distinction and does not appear on the annual statistical cumulations recorded on MTLB Form 147, rev. 1978. However, once a definition has been formulated, it must be applied consistently. At present, each reference person seems to have their own idea as to what constitutes a short or a long telephone query. This confusion must cease if the distinction is to have any meaning in the future.

Form 454, however, is only a counting device developed to fill the needs of the library as a whole and, while it can be used to estimate the quantity of reference service provided by the Languages Centre, it tells us very little about individual questions and nothing at all about the languages to which those questions relate. As a statistical summary, it subordinates departmental requirements to library needs. If more information is desired it must be generated within the Centre itself and a technique must be developed that collects the additional data without adding unnecessarily to the existing workload. It is recommended that a seasonal (i.e. four times yearly) departmental sampling of one week's duration similar to Approach #2 be attempted as this should provide an adequate and accurate indication of changing patterns in the telephone reference service offered by the Languages Centre. Four representative weeks (and, of course, they would have to be weeks without holidays) could be selected, one in each season, during which a record of all telephone inquiries could be kept

using Form 104. The results might be tabulated using a form identical or similar to that designed for this survey.[1] and, in this manner, a picture of telephone inquiry trends could be quickly and easily established. Such a form would not only pinpoint those languages receiving the most attention from users, but would also indicate the frequency of telephone inquiries on different days. During the sampling period, the reference staff would complete Form 104 in detail for each call received and so provide a record of all those telephone contacts between a staff member and a user which result in an exchange of information that is relevant either to a language or its literature. During the remainder of the year, copies of Form 104 need only be made available for note taking purposes and their further accumulation would be unnecessary.

The analysis of the week's sampling should not be a lengthy project and, in fact, should take less than one hour but it is strongly advised that the results be made available to the department as soon as possible (i.e. at the next scheduled staff meeting). This will help ensure employee interest and support as well as underlining the fact that reference service in the Languages Centre is most effective when viewed as a cooperative and sharing process. Indeed, it may also be useful to make some time available at regular meetings in order that interesting and/or difficult questions could be discussed with the group between sampling periods. Questions could be shared, answers could be shared, and techniques or sources could be evaluated on an ongoing basis.

It has also been suggested that a renewed emphasis on cooperative reference service might also result in a "where to find things" file. This is certainly an idea that should be considered as it may alleviate the problems that arise when a difficult question about a particular language is asked at a time when the appropriate language specialist is absent.

It may also be advisable to tidy up the greetings file somewhat in order to improve both public and employee access to the wealth of information it contains. Perhaps seasonal demands could be anticipated and the relevant portions of the file photocopied and kept at the desk for quick and easy reference especially between September and December and then again in February for St. Valentine's Day.

This study has confirmed the department's suspicion that Latin related inquiries have come to represent a significant proportion of the total reference service

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1. A blank has been included if duplicates are required.

provided over the telephone. It has also suggested that the interest in South-East Asian languages is a real and continuing phenomenon. The Centre would be well advised to review its collection in these language groups, perhaps augmenting its Latin reference holdings to further facilitate the answering of the many translation requests it receives. Inquiries in or about French, German, and Spanish are also numerous. In fact, French language related queries alone constitute approximately 20% of the whole. This segment of the collection should, therefore, continue to receive proportional attention.

The Languages Centre is providing a legitimate and an important service to a diverse cross-section of the community. The evidence, however, has suggested that the Centre persistently underestimates the extent of this service when generating statistical information both for departmental use and for the Library Office. This is ultimately counterproductive and so it is strongly recommended that more accurate, consistent, and representative statistical practices be put into effect. It is further suggested that any procedural changes be subject to periodic review, perhaps at six month intervals.

Appendix A

Telephoned questions in or about the following languages were received and recorded at the Languages Centre between January 1977 and March 1980. As only a small percentage of reference inquiries were recorded, the following list should not be thought of as being complete. It does, however, give some indication of the variety of service offered by the Centre.

Afrikaans
Afro-Asiatic (Other)
Amharic
Anglo-Saxon
Arabic
Basque
Belorussian
Bengali
Breton
Cambodian
Celtic
Chinese
Coptic
Cree
Czech
Danish
Dutch
Egyptian
English
Eskimo
Esperanto
Estonian
Finnish
Flemish
French
Gaelic
Galla
German
Greek
Gujarati
Hausa
Hawaiian
Hebrew
Hindi
Hungarian
Icelandic
Indic (Other)
Indonesian
Irish
Iroquois
Italian
Japanese
Korean
Laotian
Latin
Latvian
Lithuanian
Malayo-Polynesian (Other)
Maltese
Marathi
Mayan
Mongol
Nepali
Niger-Congo (Other)

Appendix A (continued)

North American Indian (Other)
Norwegian
Ojibwa
Pahari
Panjabi
Persian
Polish
Portuguese
Quechua
Rumanian
Russian
Sanskrit
Serbo-Croatian
Sino-Tibetan (Other)
Slovak
Spanish
Sumarian
Swahili
Swedish
Tagalog
Tamil
Tatar
Thai
Tibetan
Turkish
Ukrainian
Urdu
Vietnamese
Welsh
Yiddish

Appendix B

USE OF MATERIALS

STATISTICS INSTRUCTIONS

In order to collect statistics that will uniformly reflect the use, growth, depth, and variety of the collections, and will measure to some degree the work load of the staff, will you please use the following instructions in recording information on the work sheets, and make sure all your staff have read and understood them.

MATERIALS BORROWED OR
USED IN THE LIBRARY (include material used by both public and staff)

Books, OS - actual count of books reshelved.

Books, SR - actual count of books returned to stacks.

Periodicals - each unbound issue used to be counted as 1.
- each bound volume used to be counted as 1.

Vertical Files & Circulating Picture Files - each folder or part of folder refiled counted as 1.

Manuscripts, Maps, Microfiche & Microcards, Microfilms, Patents, Reference Pictures, Records, Tapes & Cassettes - each item counted as 1.

Newspapers - daily, counted as 1.
- bound volumes, counted as 1.

If, for your own information, you wish to keep a separate count of special material in your Section, use the empty spaces (to be provided), but please fit this material into one of the categories listed on Form 454, rev.1974, when submitted to the Central Library Office.

SERVICES

Telephone Questions - count each question (one call might include two or more questions).
- count internal information questions.
- do not count personal calls.
- do not count transferrals unless information has been given prior to transferral.

Desk Inquiries - count questions which require use of reference tools, bibliographical search, subject approach to use of catalogue, how to use indexes, etc.
- do not count questions relating to hours, location of other Sections, or other routine questions.

Letters - count individual letters, not items in letter.

cont./2

Appendix B (continued)

Telex - Bibliographic Centre keeps the complete record of Telex use.

Interloan - Interloan keeps the complete record.

Photocopier - A paper is kept on the photocopying machine with space for each Section to record the number of sheets run off. In the Central Building, these sheets should be sent approximately every two months to the Central Library Office. These are in addition to the daily sheet required by the Business Office.

Visits - These are usually defined as requiring more service than a ready-reference question, including salesmen, etc. These are to be counted as Desk Inquiries as well as a visit.

(Telephone slips should not be retained after a maximum of 6 months, with the possible exception of unanswered questions which you may wish to keep longer. Most Sections analyze slips in some manner: as a training device; material for "where-to-look" file; type of caller; type of question; etc. This would be for internal use and is not therefore required by the Central Library Office.)

GENERAL

At the end of each month, as well as at the end of the year, a photocopy of the worksheet (or the original if the Section prefers to keep the photocopy) should be sent to Mrs. Pearson, Central Library Office.

Alongside the figures for the current month, please list the figures for the same month from the previous year. (annual as well as monthly statistics)

When the MTCL Use of Materials Statistics sheet is circulated from the Central Library Office, check the figures and totals against those kept in the Section. If there are any changes to be made, either before or after the final check in the Section, notify the Central Library Office before making them!

* The worksheets should be in the CLO by the 3rd of the month at the latest.

Form 454, rev.1974, is still under revision. You will be notified when it is available; thereafter supplies will be kept in the Stockroom. In the meantime continue using Form 454.

January 30, 1974

Week _____

LANGUAGES CENTRE

TELEPHONE REFERENCE SERVICE: SEASONAL SUMMARY

Daily Questions

Language	M	T	W	T	F	Total	%	Rank	Notes
Total									
	M	T	W	T	F				

Related Materials

Emerson, K. "National Reporting on Reference Transactions." RQ 16 (Spring 1977) : 199 - 207.

Francis, F. Kitchener Public Library Telephone Reference Survey. Unpublished paper, University of Toronto Faculty of Library Science, 1978.

Wardell, R. Study of Telephone Reference Service in Social Sciences, Metropolitan Toronto Library. Unpublished paper, University of Toronto Faculty of Library Science, 1979.